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Information

General Session

Progress Report on the Implementation of the Findings from the 2004 Bureau of State Audits Report

AGENDA INSERT

Executive Summary: This agenda insert provides a draft of the 1-Year Commission response to the findings of the 2004 Bureau of State Audits report on the Commission. The response is due on November 9, 2005.

Recommended Action: This item is for discussion purposes only. No action is required.

Presenter: Mary Armstrong, Division of Professional Practices; Mary Butera, Office of Human Resources; Beth Graybill, Division of Professional Services; Crista Hill, Fiscal and Business Services Division; and Dale Janssen, Certification, Assignments and Waivers.

Strategic Plan Goal: 1

Promote educational excellence through the preparation and certification of professional educators

- ◆ Sustain high quality standards for the preparation of professional educators.
- ◆ Assess and monitor the efficacy of the Accreditation System, Examination System, and State and Federal Funded Programs.

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CHAPTER 1	
<p>To determine their success, the Commission should establish performance measures for each of its teacher development programs. In addition, the Commission should do the following:</p> <ul style="list-style-type: none"> • Ensure that the statistics it presents in its program reports are consistent and that it maintains the support for these statistics. • Monitor how local teacher development programs assess the academic progress of participants and establish consequences for underperformance. • Resume requests for budget augmentations to fund an independent evaluation of its paraprofessional program that assesses all the requirements in the applicable statute or seek to amend those parts of the law that it believes would be too costly to implement. 	<p>The Commission agrees and has established performance measures for each of its teacher development programs. It has revised its Competitive Grant Proposal process for its teacher development programs to include additional performance measures such as candidate surveys, budgets, retention surveys, consent forms including demographic data, and program improvement plans. In addition, the Commission will:</p> <ul style="list-style-type: none"> • Ensure that the statistics it presents in its program reports are consistent and that it maintains the support for these statistics by providing program participants with a required report format and instructions on how to prepare the report. It will also retain records of the reports for 5 years. • Monitor how local teacher development programs assess the academic progress of participants and establish consequences for underperformance. Program sponsors will be required to provide annual reports on the academic progress of participants. The consent form process created by the Commission in 2001 is used to track candidate enrollment in each of the teacher development programs. The Commission will set up procedures establishing consequences for underperformance. The progressive remediation will include: first, a letter to the program director, then a letter to the program Dean, then increased oversight, and finally, loss of funds. • Resume requests for budget augmentations to fund an independent evaluation of its paraprofessional program that assesses all the requirements in the applicable statute. The Commission will submit a BCP in Fall 2006 to fund the independent evaluation of its paraprofessional program

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<p>To provide context to education professionals and policy makers for why credential, permit, and waiver numbers have changed, the Commission should include an analysis with the statistics it publishes in its annual reports.</p>	<p>To provide context to education professionals and policy makers for why credential, permit, and waiver numbers have changed, the Commission will include an analysis with the statistics it publishes in its annual reports. In addition, the Commission will continue to provide data upon request to independent bodies that conduct analyses of education issues.</p>
<p>The Commission should collaborate with colleges and universities to determine what funding is necessary to activate and maintain the teaching performance assessment, as envisioned by the enabling legislation. They should then request the Legislature and governor's office to authorize the function in future budget acts.</p>	<p>The Commission estimates it would require approximately \$400 per candidate to implement and maintain the Teaching Performance Assessment (TPA) on a statewide basis. The Commission agrees that implementation of the TPA would help complete the vision of SB 2042. The Commission is continuing to conduct workshops for institutions for the purpose of training assessors. Commission staff continues to work with colleges and universities to implement the TPA on a voluntary basis. The Commission will request the Legislature and Governor's Office to authorize a funding mechanism in future budget acts.</p>
<p>The Legislature may wish to consider giving the Commission a specific policy directive to obtain and use teacher retention data to measure the performance of the teaching credential process and of teacher preparation programs and provide this information in its annual reports.</p>	<p>The Commission agrees that teacher retention data would be helpful information for policy makers to have. Such data could be useful in analyzing the effect teacher preparation programs, induction programs, and employment conditions have on teacher retention. However, the collection of such data could have significant costs to both state and local agencies. Further, it requires an integrated data collection system and coordination with other state entities. To that end, the Commission has been actively participating in such a multi-agency effort, led by the California Department of Education. This multi-agency effort has been focused on developing a Teacher Data System (TDS).</p>

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<p>To aid it in developing performance measures for teacher preparation programs, the Commission should keep itself informed of surveys and reports that are prepared by other entities such as the administrator survey the CSU is developing.</p>	<p>The Commission will keep itself informed of surveys and reports that are prepared by other entities. The Commission is aware of, and has commended, the efforts of the CSU in developing its annual employer survey. The Commission will expand its review of surveys and reports with a monthly review of the internet and education publications.</p> <p>The systematic collection of valid and reliable data gathered through surveys and performance assessments is under consideration as part of the Commission's review of its accreditation system. The recommendations from this review will be presented to the Commission at the October 2005 meeting.</p>
<p>The Commission's executive office should present the Commissioners with an annual status report on how the Commission has achieved the goals and tasks outlined in the strategic plan.</p>	<p>The Commission's executive office will present the Commissioners with an annual status report on how the Commission has achieved the goals and tasks outlined in the strategic plan. This topic was discussed during the Executive Committee meeting on May 31, 2005. The Executive Director will reformat his annual report of accomplishments to fit the strategic plan.</p>
<p>The Commission should continue to consider ways to streamline the teacher credentialing process, such as the consolidation of examinations required of credential candidates. If the Commission determines that specific requirements are no longer necessary credential requirements, it should seek legislative changes to applicable statutes.</p>	<p>The Commission continues to streamline the teacher credentialing process. The Commission staff is gathering information from stakeholders and constituencies and obtaining technical assistance on the feasibility and advisability of exam consolidation. Meetings on this issue were held through September 2005. The results of these meetings will be presented to the Commission in early 2006 for its consideration.</p>
CHAPTER 2	
<p>To ensure that the public information it provides meets the needs of its customers, the certification division should routinely update its Web site and leaflets based on an analysis of customer data.</p>	<p>The certification division will continue to routinely update its Web site and leaflets based on an analysis of customer data. The Commission has developed protocols to update information,</p>

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<p>Specifically, the certification division should do the following:</p> <ul style="list-style-type: none"> • Use the phone system report to its full potentials by identifying specific areas where the certification division can improve the information it communicates to the general public on the web site and in leaflets. • Gather meaningful data about the types of e-mail questions the certification division receives and use the data to improve the information it communicates to the general public on the Web site and in leaflets. • Ensure that the information presented on the Web site is accurate and easy for customers to use. 	<p>specifically:</p> <ul style="list-style-type: none"> • Staff now use the phone system report to its full potential by identifying specific areas where the certification division can improve the information it communicates to the general public on the Web site and in leaflets. For example the web page now includes a question and answer section. • The staff now gather data about the types of e-mail questions the certification division receives and uses the data to improve the information it communicates to the general public on the Web site and in leaflets. For example, the Web site has a question and answer format for out-of-state trained teachers to assist them in determining which of the five options apply to them. • The staff now ensure that the information presented on the Web site is accurate and easy for customers to use. Staff have developed a completely new Web site that was implemented on January 3, 2005. The new Web site is designed to respond to the questions that the Commission's customers have been asking. This new web design should reduce the time staff spends responding to questions.
<p>To improve the efficiency of e-mail processing, the certification division should automate its response to and routing of e-mails.</p>	<p>To improve the efficiency of e-mail processing, the certification division has automated its response to and routing of e-mails. All incoming e-mails are now sorted automatically to each processing team.</p>
<p>To ensure the effective management of the unit's application workload, the certification division should routinely monitor the composition of the applications that are waiting to be processed,</p>	<p>To ensure the effective management of the unit's application workload, the certification division is routinely monitoring the composition of the applications that are waiting to be processed,</p>

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and collect and analyze data on the average review times for different types of applications.	<p>and collecting and analyzing data on the average review times for different types of applications.</p> <p>Since the implementation of TCSIP, which started February 28, 2005, the Commission monitors the average processing time for each processing team. The Division has also started to prepare a zero-based budget for 2006-2007, which will include a time management study for each type of application.</p>
To ensure that the certification division continues to meet the 75-business-day regulatory limit, the certification division should routinely create automated reports from TCSIP to track the average processing times and regularly list all applications that have taken more than 75 business days to process.	<p>The certification division will routinely create automated reports from TCSIP to track the average processing times and regularly list all applications that have taken more than 75 business days to process.</p> <p>The Commission's technology staff continues to devote all of its time to improving the new system and is still working to develop the processing report. This report will be a valuable tool once developed.</p>
<p>To ensure that it optimizes the timesaving benefits of TCSIP, the certification division should use automated processes rather than manual ones where possible. Specifically, the certification division should do the following:</p> <ul style="list-style-type: none"> • Require colleges and universities to submit credential applications to the commission electronically to the extent that is economically feasible. • Consider expanding TCSIP to allow school districts to submit applications electronically and to allow the virtual credential officer to process routine applications. 	<p>To ensure that it optimizes the timesaving benefits of TCSIP, the certification division will use automated processes rather than manual ones where possible. Specifically, the certification division will do the following:</p> <ul style="list-style-type: none"> • Require colleges and universities to submit credential applications to the commission electronically to the extent that is economically feasible. The 2005-2006 Budget Act included language that requires the colleges and universities to submit their applications online. The Commission expects to have the online system fully functional by January 2006. To enhance the on-line process to include automated processing of college and universities would cost approximately \$350,000. At this

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	<p>time, the Commission does not have the resources for such an expenditure. The Commission will submit a BCP for consideration for fiscal year 2006-07.</p> <ul style="list-style-type: none"> Consider expanding TCSIP to allow school districts to submit applications electronically and to allow the virtual credential officer to process routine applications. A number of technological, fiscal, and logistical issues remain at both the state and local district levels before the Commission could begin to implement this particular recommendation. A worthy goal, the Commission will work towards its eventual implementation.
<p>To encourage more customers to renew their credentials online, the certification division should gather data on and study the percentage of renewals it received online for different types of credentials to identify areas where additional outreach efforts may be necessary. Also, the certification division should do the following:</p> <ul style="list-style-type: none"> Publicize the fact that online renewals are given a processing priority over paper renewals. Make the link to online renewals more obvious on the Commission's Web site. 	<p>To encourage more educators to renew their credentials online, the certification division will gather data on and study the percentage of renewals it received online for different types of credentials to identify areas where additional outreach efforts may be necessary. The Commission launched a redesigned Web site on January 3, 2005. The organization of the redesigned site is based on the questions asked on the phones and in e-mails. To date, the Commission has received positive feedback from its stakeholders. Also, the certification division has done the following:</p> <ul style="list-style-type: none"> Publicized the fact that online renewals are given a processing priority over paper renewals. The Commission sent out a press release and encouraged educational organizations to include the information in their member newsletters. Made the link to online renewals more obvious on the Commission's Web site. The Commission included a link

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	entitled “Renew Your Credential” as the first menu option on the Commission’s homepage. Once an individual clicks on to this link, the next step allows the individual to choose to renew his or her credential on-line.
CHAPTER 3	
The Commission should develop an overall plan to guide its efforts to finish implementing program standards by the act and to guide its ongoing standard setting activities that include timelines and resources it plans to use.	<p>The Commission has completed its efforts to finish implementing program standards mandated by SB 2042. The Commission will, by Spring 2006, develop a plan to guide its ongoing standard setting activities including timelines and required resources.</p> <p>The Commission has finished its work related to the development and implementation of program standards pursuant to SB 2042 with the exception of the implementation of the Teaching Performance Assessment (TPA). Program sponsors have submitted responses to the standards according to the timelines adopted by the Commission. The Commission agrees that a long-range plan with associated timelines for reviewing and updating future program standards would be a helpful planning tool.</p>
To ensure that it objectively appoints education professionals to its advisory panels, the Commission should develop a methodical approach that includes evaluating candidate’s qualifications against the Commissions qualifications.	To ensure that it objectively appoints education professionals to its advisory panels, the Commission has developed a methodical approach to the appointment of advisory panels that includes evaluating a candidate’s qualifications against the Commission’s qualifications. Applicants complete standardized application forms and submit resumes. Each applicant is reviewed and ranked before the committee deliberates and develops recommendations for consideration by the Executive Director who consults with members of the Commission before making appointments. The Commission will consider revising its protocols for the

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	appointment of advisory panels by December 31, 2005.
To provide the Commissioners with a better perspective on the results of the field review surveys, commission staff should present the actual results for each standard.	To provide the Commissioners with a better perspective on the results of the field review surveys, Commission staff will present the actual results for each standard. Staff are prepared to provide the Commissioners with detailed results for each standard the next time program standards are developed.
The Commission should follow its record retention policy to ensure that important documents are maintained for a specified time in case they are needed later for general information, research, or legal proceedings. The Commission should also implement a policy to designate the specific standard setting records that should be retained, the length of time to retain them, and the locations and format – paper or electronic – in which they should be stored.	<p>The Commission will follow its record retention policy to ensure that important documents are maintained for a specified time in case they are needed later for general information, research, or legal proceedings.</p> <p>The Commission will also implement a policy to designate the specific standard setting records that should be retained, the length of time to retain them, and the locations and format – paper or electronic – in which they should be stored.</p>
To ensure that colleges and universities operate programs that meet the Commission’s standards, the commission should promptly resume continuing accreditation reviews. Further, it should take steps to promptly complete the evaluation and revision of its accreditation policy.	<p>The Commission continues to be fully engaged in the evaluation and revision of its accreditation framework and significant progress has been made on this complex issue. The Committee on Accreditation and the Accreditation Study Work Group has developed recommendations and options for Commission consideration. The Commission will consider the report of the Committee on Accreditation and the Accreditation Study Work Group at its meeting on October 6, 2005. Should the Commission decide to move forward with implementing a revised accreditation system, a transitional period would be necessary as the program sponsors have advocated for a 24 month lead time prior to being subject to a review.</p> <p>The Commission is working with the Administration to resolve the</p>

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	funding and policy issues concerning accreditation.
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<p>To better plan and evaluate its efforts, the commission should regularly update its strategic plan and quantify performance measures in terms of the results to be achieved of all tasks where appropriate.</p>	<p>To better plan and evaluate its efforts, the Commission will regularly update its strategic plan and quantify performance measures in terms of the results to be achieved of all tasks where appropriate. Historically, the Commission regularly updates its strategic plan and quantifies performance measures where appropriate. The Commission's Executive Committee discussed this topic at its meeting on May 31, 2005. With the appointment of eight new Commissioners -- a majority of the existing Commission -- and the election of a new Chair and Vice Chair from among these appointments, it is an appropriate time to revisit the manner in which the Commission reviews and updates the strategic plan and quantifies performance measures. The Commission anticipates the strategic plan will be updated in the Spring of 2006, a timeframe that allows for the likelihood of new appointments for the remaining vacancies.</p>